

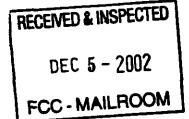
# US Bell Personnel Status Form

	Via. Director of Inspections and Reports  Via Director of Personnel  Via Div 6 A marager  Senior. Dir of Training  Employee. Grisson, Melissa
	Circle One:  Warned & Probation \\ Suspension \\ Termination \\ Resigned \\ Status Change \\
	Senior:
	Seniors Statement: Melissa was taped 4/5, at this time she  Gave Customer the wrong rate in their  reduction a 1295 that will be reduced  Each month. She Also told Custemer that  B.o was taking over Al+t. If historians of this  rature continues to occur melissa une results  Seniors Signature:
	Employee Statement:
1	I have received a copy of this form; Employee Signature: Date: 6/7/01

**BUSOP 09800** 

traing, her house will go to 7:00 per hour and . She would have to be recentified. up to and including termination.





TDS Telecom 35 Western Avenue P.O. Box 250 Hampden, ME 04444

December 2<sup>nd</sup>, 2002

1

Peter G. Wolfe (3-A101)
Senior Attorney
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission
Room 3-A101
445 12<sup>th</sup> Street, S.W.
Washington, D.C. 20554

#### Dear Mr. Wolf:

The information and documentation that has been requested by the Enforcement Bureau of the Federal Communications Commission regarding Laurie Hart's (207-862-6202) telephone account in the town of Hampden, Maine, follows this letter Please note that all documentation and information that is within TDS Telecom-Hampden's possession, custody, control, or knowledge has been produced. Per our billing and contact records, this information is true and correct. Should you have any further comments or questions that I may address, please feel free to contact me at your convenience.

Thank you,

Chad T Young TDS Telecom

General Manager - Sales & Service Hampden, Warren, the Islands, Maine

Hampden: (207)862-9750 Warren: (207)273-9750

			(207) 602-0202 02/24/1999			_	_					
	ł.	n.a	Note Text	Note Type	Follow-Up Status Date		stomer ct Name	Adjust Reason	ment Amount	Initiated By	Svc Order ID	Created By
* 0	د د	72 1	PIC freeze to Verizon for intra and At&T for inter.	PICFZ		Y	HART SR, JOHN A			···		TUZZOLINO, JESSICA
0	7% 2.4	ົາ2 √1	Lon wanted to verify balance due on account informed her that she has a credit balance of 17.92	BLINQ		Y	HART SR, JOHN A					BEANEY, MICHELE
	7/26 7 2 46 F		Lon called wanted to know if any chgs showed on her acct from USBI. She said she just received a call from a gentleman with USBI and he informed her that there would be a chg from USBI on her bill for \$8.65. Informed Lori that I did not see that amt but it may appear on her Aug bill. She said that she informed USBI that if there were any further chgs from them that she would contact PUC again.	TLINQ		Y	HART SR, JOHN A					BEANEY, MICHELE
	7/23/2 1·51 /		Emailed requested info to Mary James at PUC Total of credits for unauthorized USBI is \$319.87 - of this amount, \$10.56 was for pic change charges	COLL		N						ULRICH, ANDY
-	7/23/2 1 39 <i>i</i>		Credited \$86 22 for unauthorized USBI charges on 07-13-02 bill	TLADJ		N		COR	-86 22			ULRICH, ANDY
0	7/23/	2002	Credited \$5 28 for pic change charge on 07-13-02 bill.	CUADJ		N		COR	-5 28			ULRICH, ANDY
C	97/10/3  2 36	2002	Mrs Hart came in because she still had charges from USBI from the 2nd switch they made. I called USBI and a rep named Mike said he would put through a credit request but that it is up to the customer to call them to cancel, I explained that they switched to AT&T and then USBI changed them back without their consent. He will contact her regarding the adjustment. I told her we'd adjust if they don't			Y	HART SR, JOHN A					SUITOR, KELLY
	06/13/ 03·18		Faxed PIC history and history of USBI adjustments to Kristine Fournier   Maine PUC.	CPLNT		N						BEANEY, MICHELE
	06/13/ 03:02		Credited acct for the carrier change chg - when customer was slammed	CUADJ		N		SLM	-5.28			BEANEY, MICHELE
- (	06/13/ 02 <sup>-</sup> 46	2002	Per PUC all charges from USBI removed from June billing CAD Case 13126	TLADJ		N		UNA	-101.74			BEANEY, MICHELE
	06/13/ 02 38	2002 PM	Per PUC all charges from USBI removed from May billing CAD Case 13126	TLADJ		N		UNA	-77.37			BEANEY, MICHELE
	06/13/ 02.29		Per PUC all charges from USBI removed from April billing CAD Case 13126	TLADJ		N		UNA	-43.98			BEANEY, MICHELE
	06/13/ 02 07		Received email from Kristine at the PUC re case # 13126/ coded account and emailed Chad for his office to answer complaint	CPLNT	07/29/200	)S N						PERKINS, ROSALIE





11.		Note	Follow-Up	Cu	stomer	Adjust	ment			
ne	Note Text	Type	Status Date	Conta	ct Name	Reason	Amount	Initiated By	Svc Order ID	Created By
02	PIC Freeze Authorization letter created	CORR		Y	HART SR, JOHN A		<u></u>			TUZZOLINO, JESSICA
06/1 12 01/( Fy)	Automated PIC Change Service Order Generated from PIC Window Completed Successfully to 288 - for the Inter, and 0 - for the Intra	SVCOR		Y	Automated PIC Change				62801	TURNBULL, MATTHEW
06/1: 2002 12 56 PM	lorie changed carriers intra to verizor/inter to AT&T gave her # for AT&T for calling plans she or her husband will be in to sign freeze form she also signed up for pine tree service detailed plan for verizon.	PIC		Y	HART SR, JOHN A			SALES/SRVC REP	1	TURNBULL, MATTHEW
06/13/2002 12:21 PM	PIC Freeze Authorization letter created mailed and she will sign and send back so att never gets switched again	CORR		Y	HART SR, JOHN A					HOLLENBECK, LISA
06/1 3/2002 12 24 PM	mrs called very upset with her bill, usbi scammed her by saying they are taking over the billing for att so she switched, she then spoke with people that told her it was fraudulent info, she switched back to att and then unknown to her usbi switched her back she is calling the puc, usbi and att back to get switched and then she is putting a freeze to att	TLINO		Y	HART SR, JOHN A			CUSTOMER		HOLLENBECK, LISA
05/09/2002 07 02 PM	CARE Automated PIC Change Service Order Generated, 62249 Completed Successfully to 432 - for the Inter and Intra	SVCOR		N					62249	GENERATED, S. S.
04/25/2002 07 01 PM	CARE Automated PIC Change Service Order Generated, 62028 Completed Successfully to 288 - for the Inter and Intra	SVCOR		N					62028	GENERATED, S. S.
03/07/2002 07 02 PM	CARE Automated PIC Change Service Order Generated, 60972 Customer is in Bill Cycle Completed Successfully to 432 - for the Inter and Intra	SVCOR		N					60972	GENERATED, S. S.
01/15/2002 11.35 AM	Lori called to check listing for 321-728-0234 # listed to Alonzo Richards - call ok	TLINQ		Y	HART SR, JOHN A			CUSTOMER		SHERER, KATHLEEN

Notes Printed: 22

## Lorie Hart 207-862-6202

04/26/2002	AT&T submitted order to change interlata & intralata carrier to AT&T 288. Order was completed on 04/26/2002. AT&T authorized the change in carrier via computer. Order number 62028.
05/09/2002	Qwest submitted order to change interlata & intralata carrier to Qwest 432. Order was completed on 05/10/2002. Qwest authorized the change in carrier via computer. Order number 62249.
06/13/2002	Lorie Hart called into TDS Telecom to change interlata carrier to AT&T 288 and intralata carrier to Verizon 6963. Order was completed on 06/13/2002. Change was authorized by Lorie Hart. Order number 62801.

•	DATE PRODUCED : 12/02/2002 B.O. PLANT TIME PRODUCED : 13:18:14 C.O. OTHER  SABRE PLANT WORK ORDER
	DUE DATE 06/13/2002 ORDER TYPE C ORDER NUMBER 62801 TELEPHONE NUMBER (207) 862-6202 NL/NP: RG CONTROL DATE 02/24/1999 ORDER STATUS CO STATUS REASON PW DISCONNECT REASON PRIORITY CODE S.O. READY FOR PROCESSING DATE 06/13/2002 CUSTOMER REQUESTED DELAY N NAME JOHN A HART SR PREMISE VISIT REQUIRED N ADD1 LORIE J HART ORDER TAKEN BY MATTHEW TURNBULL ADDR 10 RIVERVIEW RD CITY HAMPDEN ST ME ZIP 04444 EXCHANGE 421 CONTACT Automated PIC Change. CONTACT TELEPHONE NO. ( ) - LOC RMKS: TANNISH RANCH W/GREEN SHUTTERS, 1ST HOUSE ON LEFT HAS 2 CAR GARAGE, THINKS GALLY'S LIVED THERE BEFOR
	COM RMKS (START ON NEXT LINE):
	TRANS RMKS (START ON NEXT LINE):
	TELEPHONE NO. CHANGE: NEW TELEPHONE NO. ( ) - NL/NP:  SERVICE & EQUIPMENT

IN OUT CODE CODE DESCRIPTION OF RECURRING CHARGES AMOUNT

1 MPTSD PINE TREE STATE SERVICE WITH MESSAGE DETA \$ 5 PINE TREE STATE SERVICE WITH MESSAGE DETA \$ 5.40 TRANS PREFIX
CODE CODE DESCRIPTION OF NON-RECURRING CHARGES
NON-RECURRING AMOUNT TRANS PREFIX QTY INTERSTATE SIMULTANEOUS PIC CHANGE CHARGE \$ 5.00 PICEB

QTY QTY TRANS PREFIX

RECURRING

TELEPHONE NUMBER - (207) 862-6202

ORDER NUMBER 62801

DATE PRODUCED : 12/02/2002
TIME PRODUCED : 13:18:14 SABRE

PLANT WORK ORDER

CUSTOMER'S PRIMARY INTRALATA CARRIER IS 6963

CUSTOMER'S PRIMARY INTERLATA CARRIER IS 288

	TENANCE CONT		LEASE CHEC	DEPARTMENT INF K): ING & PHONE			
TO:	TEL. NBR.			CXR SYS/CHAN	LINE CCT #	POLE/PED	MAP
FROM:			,				
	LEX#	_ SET	VFR#	SET	CU#	SET_	
	MATERIALS PARTS D JACKS CORDS	ESCRIPTI(	*				
			*				
		DINGS:			INFLUENCE	dB:	rnC rn
	L TIME (POR VAL TIME			ON TIME	<u> </u>		
COMPL	LETION DATE		COMPLETE	D BY	*****		
CUSTO	OMER SIGNATU	RE			PREMISE VIS	SIT REQUIRED	

CONTAGT NAME Automated PIC Change. TELEPHONE 207 862 6202 CONTROL DATE 02 24 SERVICE NAME HART SR, JOHN A	ORDER TYPE C ORDER NUMBER 0062801	7
STATUS REASON PW ( PLANT #	TE ) ON 06 13 2002 AT 12:31:06 NORK REQUIRED )	
PRINT PLANT WORK ORDER Y	PRINT SERVICE AGREEMENT N	
DUE DATE 06 13 2002 S.O. READY FOR PROCESSING DATE 06 13 2002 CUSTOMER REQUESTED DELAY N		
TAKEN BY35417 ( MATTHEN WORKED BY (	T TURNBULL)	
REMARKS	4	-
	NEVT CO 0 12	_

2621: PLANT WORK REPORT REPORT(S) HAVE BEEN SUBMITTED

DATE PRODUCED: 12/02/2002 TIME PRODUCED: 13:21:05  SAI	B.O	PLANT
TIME PRODUCED : 13:21:05	C.U	OTHER
PLANT WO	SKE	
PLANT WOI	RK URDER	
DUE DATE 04/26/2002 TELEPHONE NUMBER (207) 862-6202 ORDER STATUS CO STATUS REASON S.O. READY FOR PROCESSING DATE 04 NAME JOHN A HART SR ADD1 LORIE J HART ADDR 10 RIVERVIEW RD	NL/NP: RG CONT PW DISCONNECT REASON	TROL DATE 02/24/1999 N PRIORITY CODE
ADD1 LORIE J HART	ORDER TAKEN B	Y S. S. GENERATED
ADDR 10 RIVERVIEW RD		
CITY HAMPDEN	ST ME ZIP 0444	44 EXCHANGE 421
CONTACT CARE Automated PIC Change		
LOC RMKS: TANNISH RANCH W/GREEN SI HAS 2 CAR GARAGE, THINK	HUTTERS, 1ST HOUSE OF S GALLY'S LIVED THER	N LEFT E BEFOR
COM RMKS (START ON NEXT LINE):		
TRANS RMKS (START ON NEXT LINE):		
TELEPHONE NO. CHANGE: NEW TELEPHO		
SER	VICE & EQUIPMENT	
QTY QTY TRANS PREFIX		RECURRING
IN OUT CODE CODE DESCRIPTION	OF RECURRING CHARGES	S AMOUN'I'

TRANS PREFIX NON-RECURRING

QTY CODE CODE DESCRIPTION OF NON-RECURRING CHARGES AMOUNT

1 PICEB INTERSTATE SIMULTANEOUS PIC CHANGE CHARGE \$ 5.00

DATE PRODUCED: 12/02/2002 TELEP
TIME PRODUCED: 13:21:05 SABRE
PLANT WORK ORDER

TELEPHONE NUMBER - (207) 862-6202

ORDER NUMBER 62028

CUSTOMER'S PRIMARY INTRALATA CARRIER IS 288

CUSTOMER'S PRIMARY INTERLATA CARRIER IS 288

	TENANCE CON		LEASE CHEC	DEPARTMENT INF K): ING & PHONE		
TO:	TEL. NBR	. CABLE	E RTE/PR	CXR SYS/CHAN	LINE CCT #	POLE/PED MAI
	LEX#	SET	VFR#	SET	CU#	SET
		DESCRIPTIO S S	*			
		•	•			
CURRE	MISSION RE				INFLUENCE	dBrnC dBrn
	EL TIME (PO			ON TIME		
COMPL	ETION DATE		COMPLETE	D BY		
CUSTO	MER STONAT	IRE:			PREMISE VIS	SIT REQUIRED

ירחשי טואבון טטווו בבינטוו	CONTIN
CONTACT NAME CARE Automated PIC Change ORDER TELEPHONE 207 862 6202 CONTROL DATE 02 24 1999 SERVICE NAME JOHN A LORIE J HART SR	R TYPE C ORDER NUMBER 0062028 BUSINESS OFFICE 7311 EXCH 421
ORDER STATUS CO ( COMPLETE ) CONTROL OF CO	QUIRED
PRINT PLANT WORK ORDER Y PRINT	SERVICE AGREEMENT N
DUE DATE 04 26 2002 S.O. READY FOR PROCESSING DATE 04 25 2002 PLAN CUSTOMER REQUESTED DELAY N PREMI	EFFECTIVE DATE 04 25 2002 NT COMPLETION DATE 04 25 2002 ISE VISIT REQUIRED N
TAKEN BY993431 ( S. S. O GENERA WORKED BY (	ATED)
REMARKS	
	NEXT SO 0 10

2621: PLANT WORK REPORT REPORT(S) HAVE BEEN SUBMITTED

THEORY MONTHLY	701044F		
TIME PRODUCED :	12/02/2002 13:18:51 SABRE	в.о	_ PLANT
THE INDUCED .	SARRE	C.O	_ OTHER
	PLANT WORK OR	DER	
TELEPHONE NUMBER	2002 ORDE R (207) 862-6202 NL D STATUS REASON PW D PROCESSING DATE 05/09/20 T SR RT LEW RD SCIEW RD	/NP: RG CONTRO	DETORITY CODE
NAME JOHN A HART	SR	PREMISE	VISIT REQUIRED N
ADD1 LORIE J HAF	₹ <b>T</b>	ORDER TAKEN BY	S. S. GENERATED
ADDR 10 RIVERVI	EW RD		
CITY HAMPDEN	S'	r ME ZIP 04444	EXCHANGE 421
CONTACT CARE Aut	omated PIC Change	CONTACT TELEPHONE	E_NO. ( ) -
LOC RMKS: TANNIS	SH RANCH W/GREEN SHUTTE CAR GARAGE, THINKS GAL	RS, 1ST HOUSE ON L	EFT
nas 2	CAR GARAGE, THINKS GAL.	TALE DIVED THERE B	SEFOR
COM RMKS (START	ON NEXT LINE):		
TRANS RMKS (STAF	RT ON NEXT LINE):		
TELEPHONE NO. CH	HANGE: NEW TELEPHONE NO	. ( ) –	NL/NP:
QTY QTY TRANS I	SERVICE OPREFIX CODE DESCRIPTION OF R	* EOUT BWEILL	PECTIPPTNC
THEOLITE CODE	CODE DESCRIPTION OF R	FCURRING CHARGES	AMOUNT
IN COL CODE	CODE DESCRIPTION OF R	TOTALTHO CITHERED	1100111
TRANS I	PREFIX		NON-RECURRING
OTY CODE	CODE DESCRIPTION OF N	ON-RECURRING CHARG	ES AMOUNT
1 PICEB	INTERSTATE SIMUL	TANEOUS PIC CHANGE	CHARGE \$ 5.00

TATE PRODUCED : 12/02/2002
TIME PRODUCED : 13:18:51 SABRE TELEPHONE NUMBER - (207) 862-6202

ORDER NUMBER 62249

PLANT WORK ORDER

CUSTOMER'S PRIMARY INTRALATA CARRIER IS 432

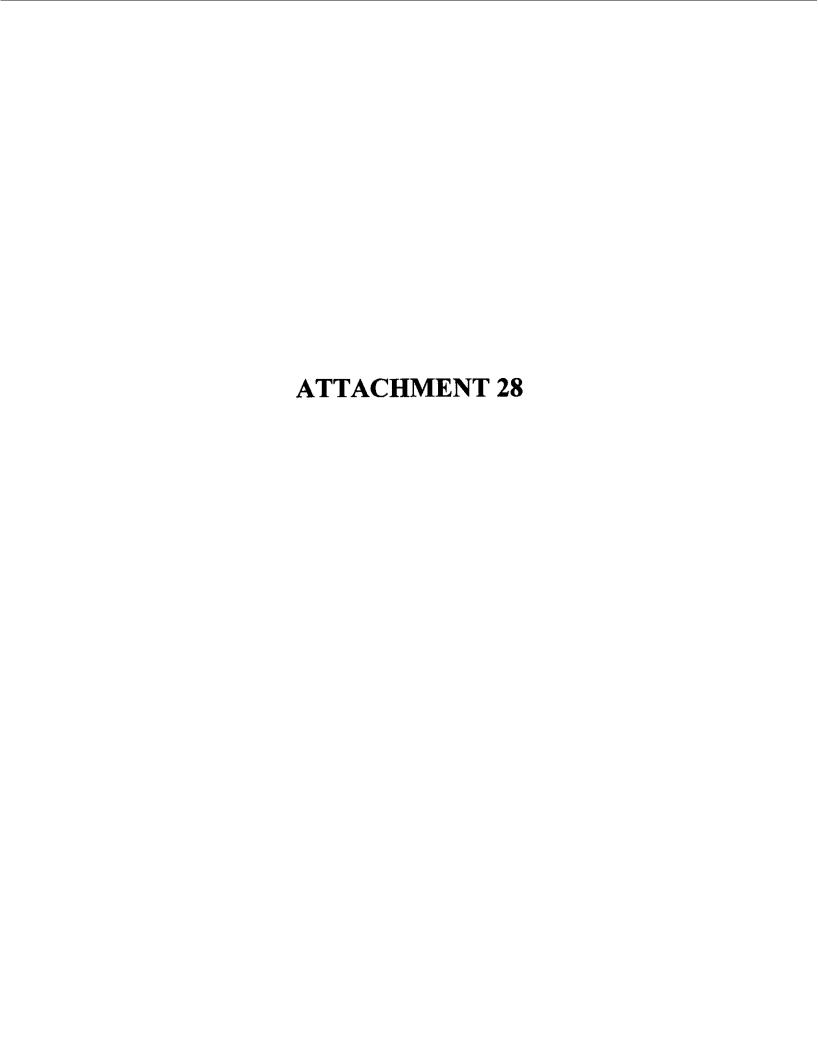
CUSTOMER'S	DDTMADV	מייע זכיבידיאד	CADDIED	TC	132
	PRIMARI	INTERLATA	LARRIER	1.5	4.3%

		S (PLEASE CHE	T DEPARTMENT INF ECK): TRING & PHONE		
			CXR SYS/CHAN		POLE/PED MAP
FROM:					
LEX#	SE	r VFF	R#SET	CU#	SET
QTY PA	ERIALS USE ARTS DESCR JACKS CORDS	IPTION *  *			
		**			
TRANSMISSIC CURRENT LOSS			NOISE POWER	INFLUENCE	dBrnC dBrn
TRAVEL TIME ARRIVAL TIME			CION TIME		
COMPLETION	DATE	COMPLET	TED BY		
CIICTOMED CI	באו אייי אורי			PREMISE VIS	TT REQUIRED

CONTACT NAME CARE Automated PIC Chang TELEPHONE 207 862 6202 CONTROL DATE SERVICE NAME HART, LORIE	OCHELLION  CONTRELION  CONTRELION  CONTRE CONTRE NUMBER 0062249  CONTRE
ORDER STATUS CO ( CO STATUS REASON PW ( PL DISCONNECT REASON (	MPLETE ) ON 05 09 2002 AT 18:34:31 ANT WORK REQUIRED )
PRINT PLANT WORK ORDER Y	PRINT SERVICE AGREEMENT N
S.O. READY FOR PROCESSING DATE 05 09	2002 EFFECTIVE DATE 05 09 2002 2002 PLANT COMPLETION DATE 05 09 2002 PREMISE VISIT REQUIRED N
TAKEN BY993431 ( S. WORKED BY(	S. O GENERATED)
REMARKS	
	NEXT SO 0 1

- 3

2621: PLANT WORK REPORT REPORT(S) HAVE BEEN SUBMITTED





#### Details for Remark # 30469

History: Services Detail > Troubles List

Acct #

280583

Comment Type

HART, LORIE Name

UserID

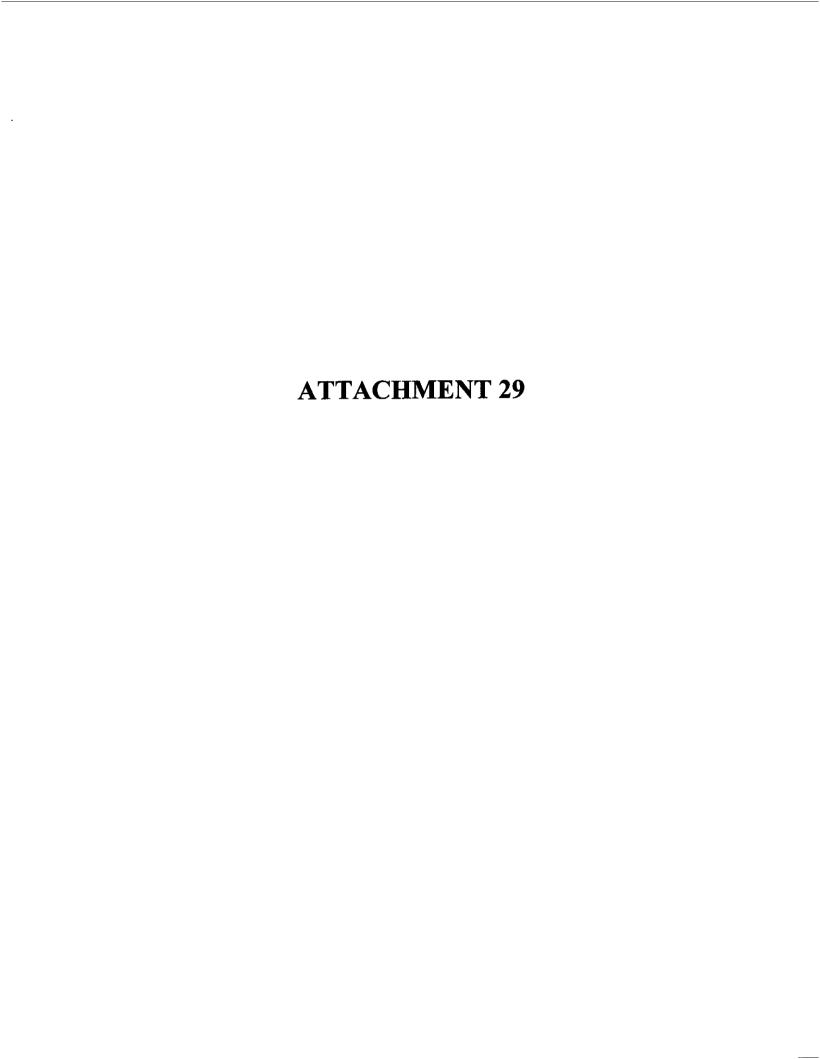
mtothfal

Billing Group BOS - LEC

Last Modified 07/10/2002

Description Kelly (TDS Telecom) called with the customer. The customer asked me to speak with Kelly about her account. Kelly informed me that the customer was led to believe that BOS was handling all the AT&T accts in Maine So, when she discovered that this was not true, the cust disc BOS/Qwest through her local carrier on or around 04/24/2002. The cust had AT&T, according to Kelly, until 05/08, when an illegal switch was made back to BOS I informed Kelly that it is our policy that the customer must call here to cancel the account directly, but I would submit a credit request for 1/2 the amount she was charged (the cust admitted that she never called BOS to inquire about the charges or the account), and that I would let the cust know the result of the request. Kelly informed me that depending on the outcome of the credit request, the cust will report the second switch to the Maine PUC

**BUSOP 02273** 



# **Declaration of Fred and Caroline Michaelis**

- 1. My name is Fred Michaelis and I live with Caroline, my wife, at 9976 Woodland Road, Hillsboro, Missouri 63050-3925. My residential telephone number is 636-479-4324. We are over eighteen (18) years of age.
- 2. On May 16, 2002, Caroline filed a complaint with the Federal Communications Commission regarding the unauthorized switching of our residential long distance telephone service provider by Business Options, Inc.
- 3. My preferred local telephone service provider is Southwestern Bell and my long distance carrier is AT&T.
- 4. In April 2002, I (Caroline) received a telephone call from a telemarketer inquiring about Southwestern Bell's long distance calling plan. The telemarketer offered me lower rates and consolidation of my telephone bills. I assumed that this telemarketer was calling from Southwestern Bell since he did not identify himself; therefore. I agreed to switch to lower rates and to the consolidation of my telephone bills.
- Later, AT&T contacted me to inquire about the switching of my long distance service from them to Business Options, Inc. I told AT&T that I had not authorized Business Options, Inc. to be my long distance service provider.
- 6. When I received my residential telephone bill for May 2002, I was shocked to discover \$81 in charges from Business Options, Inc., who is not my preferred long distance carrier. My normal monthly bill from AT&T is \$18.66.
- 7. I did not authorize Business Options, Inc. to switch my long distance telephone service provider.

I declare under the penalty of perjury that the foregoing statement is true and correct.

Signed: Fred Michaelis

Date: 10-11-62

Signed Caroline Michaelis Date: 10-11-02



### Fred & Caroline Michaelis

Verifier: This is Antonette, I'm calling from Great Lake verification, and I was calling to verify the long distance order, is that OK ma'am

Customer: Yes

Verifier: The phone call will be recorded, the time is 9:41, today is April 22<sup>nd</sup>, 2002. You are authorizing and giving permission to Business Options to change the long distance phone service for area code (636) 479-4324, correct?

Customer: That's correct.

Verifier: Do you understand that the Super Saver long distance product is provided by Business Options and that Business Options not the local phone company, correct?

Customer: Yeah, billed (unclear speech)

Verifier: Oh. ok

Excuse me! This is going to be billed through your local services ma'am. Uh kay, this is a long distance Super Saver, did she explain it to you, I mean did he explain that to you

Customer: Yeah

Verifier: Ok, and uh you also understood for four dollars and ninety cents a month you are guaranteed seven cents per minute when calling state to state, correct?

Customer: Correct, we do not get (unclear speech)

Verifier: Right, I guess not, I don't know, I'm just a verification. Ok the name on the local phone bill Fred D. Michaelis, billing address is 9976 woodland Road and that's at um Hillsburo, Missouri, 63050

Customer: Correct

Verifier: To verify that I spoke with you, I just need the month and day of your birthday

Customer: Uh 7/7/1935

Verifier: 7/7/1935, this concludes the verification, thank you for your time, have a great

dav

Customer: Thanks